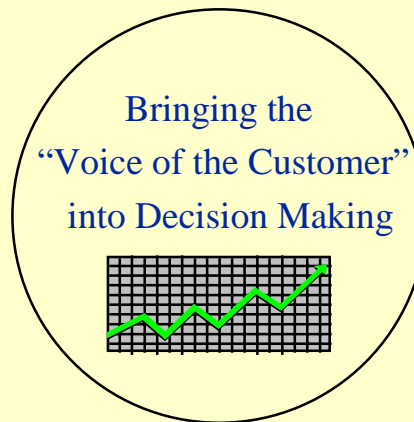


VETERANS SATISFACTION WITH THE VR&E EVALUATION, PLANNING AND EDUCATION PROCESS: A COMPARISON OF CASE MANAGEMENT DEMONSTRATION AND ALL STATIONS

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Purpose of Study

- To compare customer satisfaction results of case-managed demo stations with the national average
- Gauge effect of providing individualized services based on veterans' needs
- To measure expected increase in customer satisfaction
- To measure any change in timeliness of notification of entitlement determination

Overview - National Data

- National data come from 1999 “Survey of Veterans’ Satisfaction with VR&E Program”
- Three separate questionnaires developed to correspond to three VR&E phases
- Data collected between November 1999 and January 2000

Overview - National Data (cont.)

- Response rate by phase:
 - Evaluation & Planning: 3,614 (59.1 percent)
 - Employment Services: 3,050 (63.1 percent)
 - Training & Education: 4,082 (63.8 percent)

Overview - Case Management Demonstration Station Data

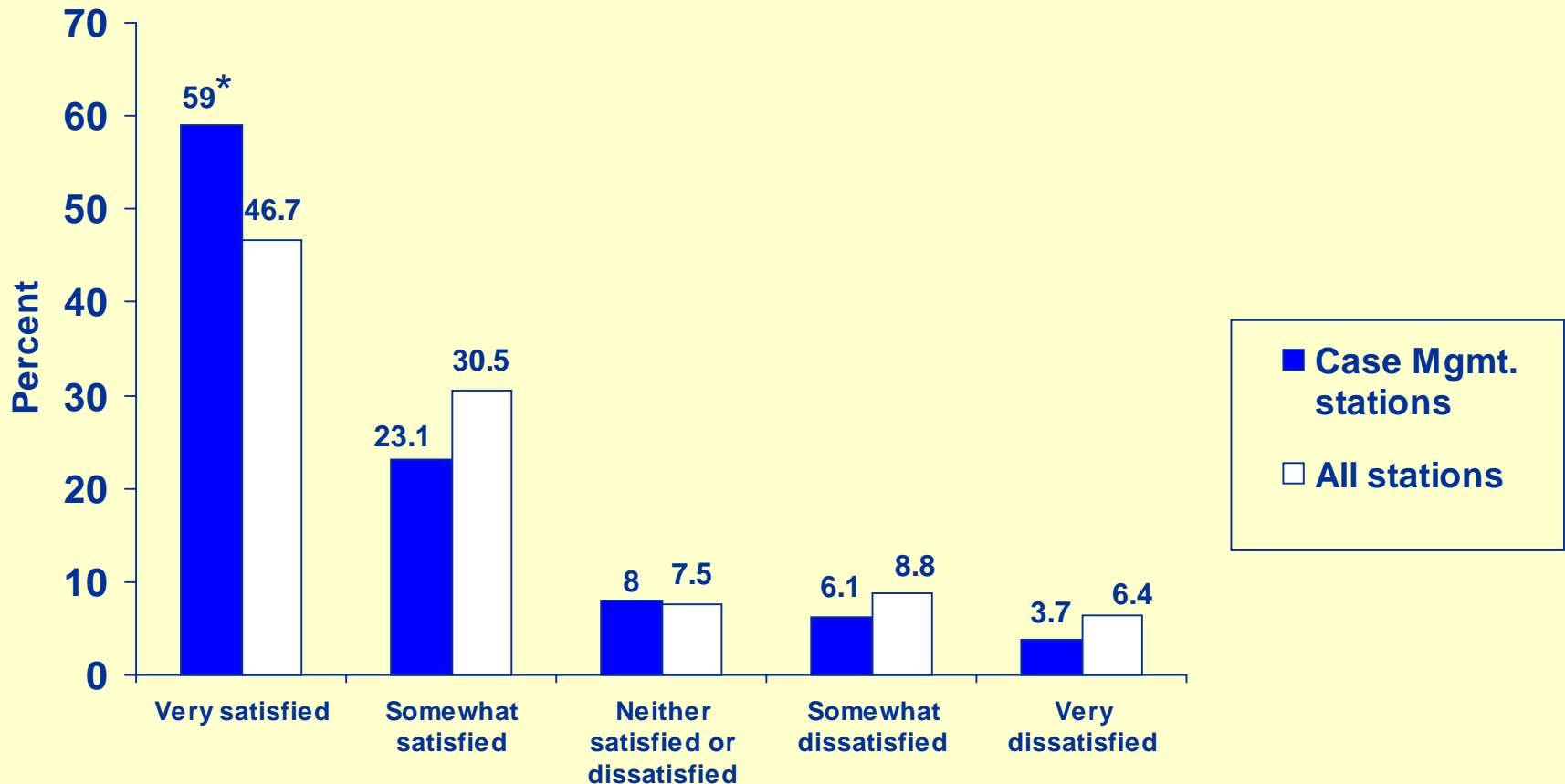
- 1,486 “mini” VR&E questionnaires sent out September 2000
- Names and addresses of those who entered the program 10/1/99 to 1/30/00 selected by 6 demo stations
- Entire universe of case-managed claims selected for each station – sample of 500 cases for St. Petersburg and Waco
- No standard case-management protocol across stations
- 604 returned: 40.8% response rate

Sample Distribution by Pilot Station

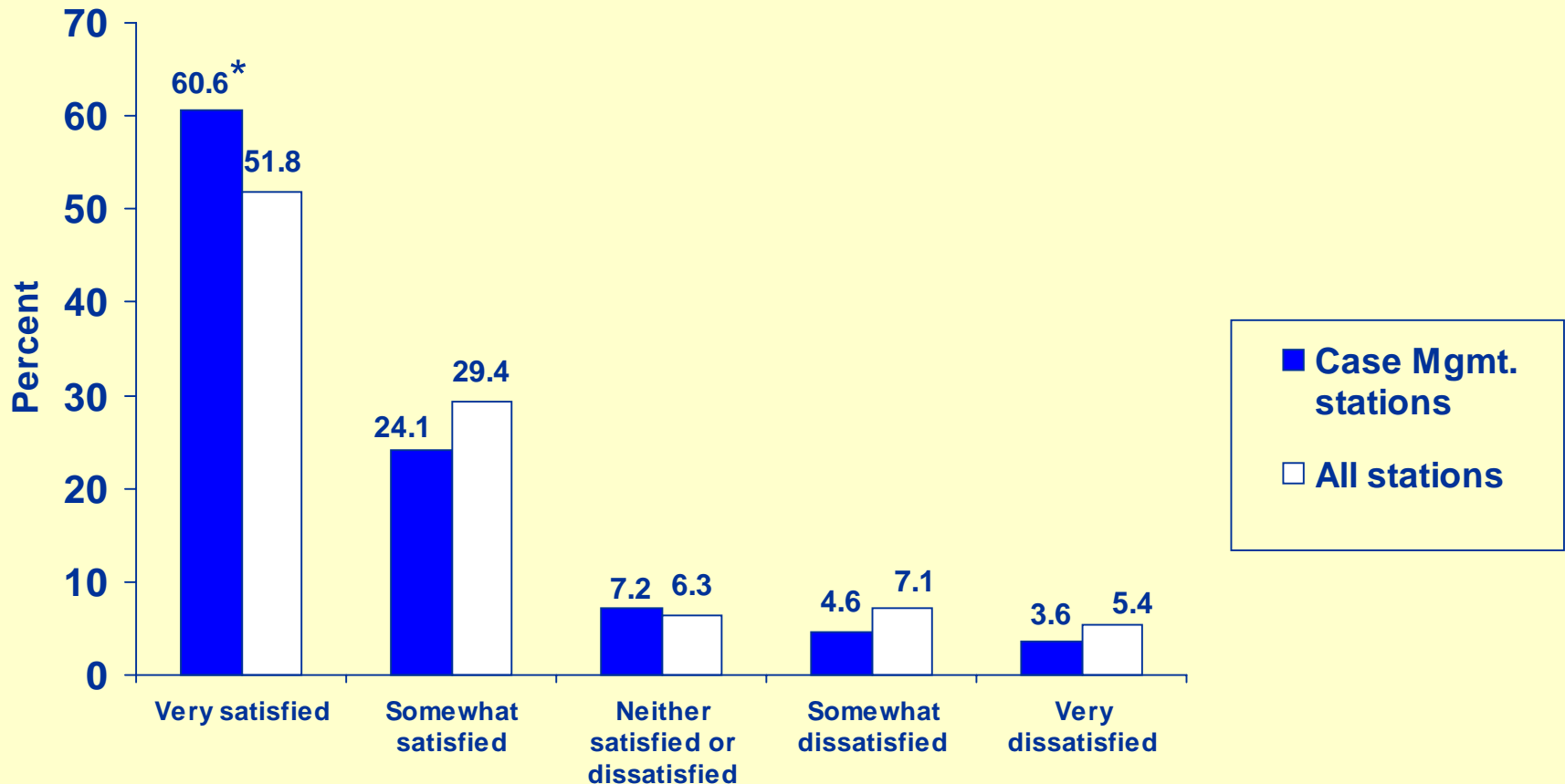
	<u>Number</u>	<u>Percent</u>
Fargo/Sioux Falls	59	9.8
Huntington	46	7.6
Milwaukee	87	14.4
St. Petersburg	207	34.3
Togus	32	5.3
Waco	173	28.6
<i>TOTAL</i>	604	100.0

OVERALL SATISFACTION

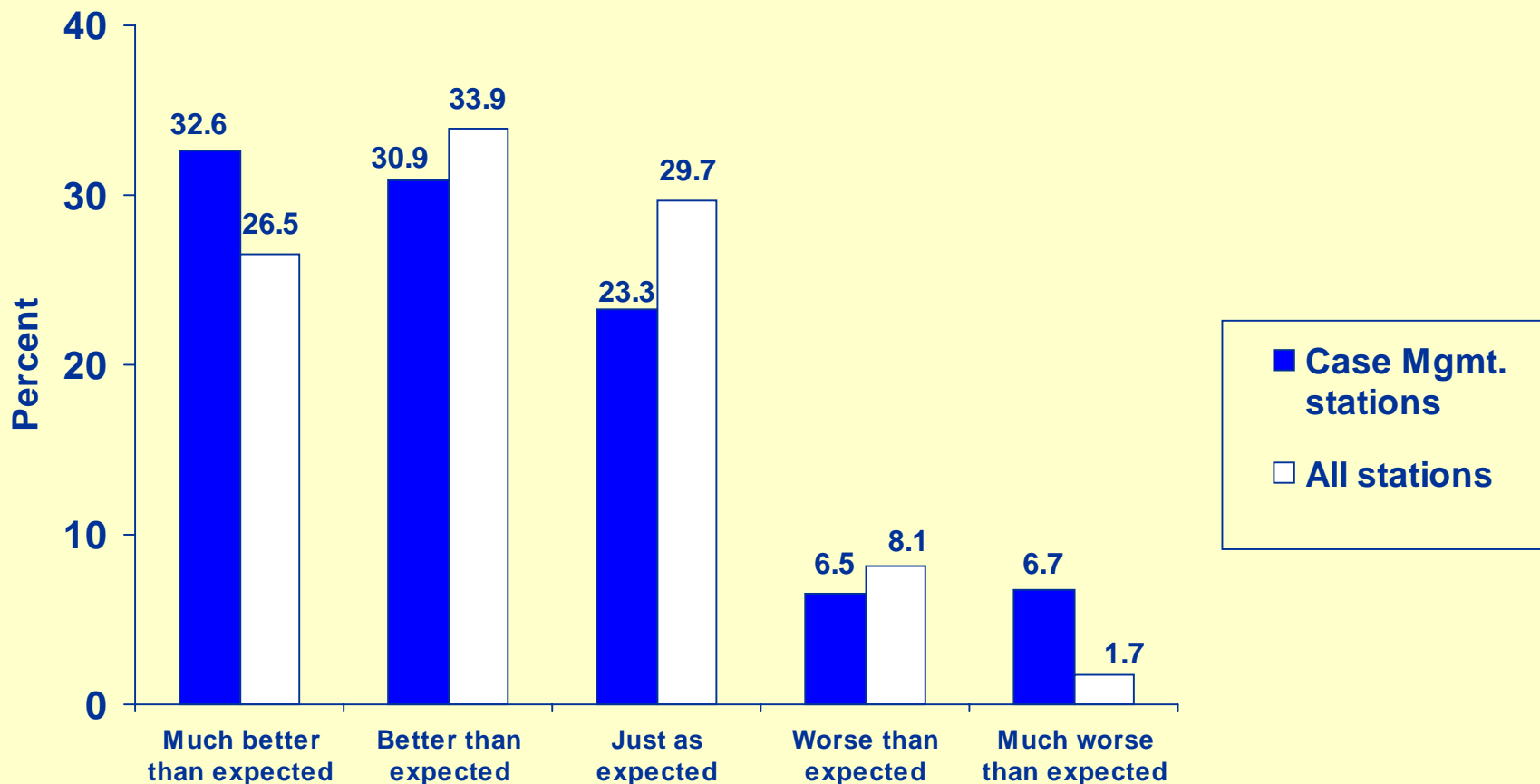
Veterans' Satisfaction with Handling of Evaluation Process for Case Management Stations and All Stations



Veterans' Satisfaction with the Way Their Plan was Developed for Case Management Stations and All Stations

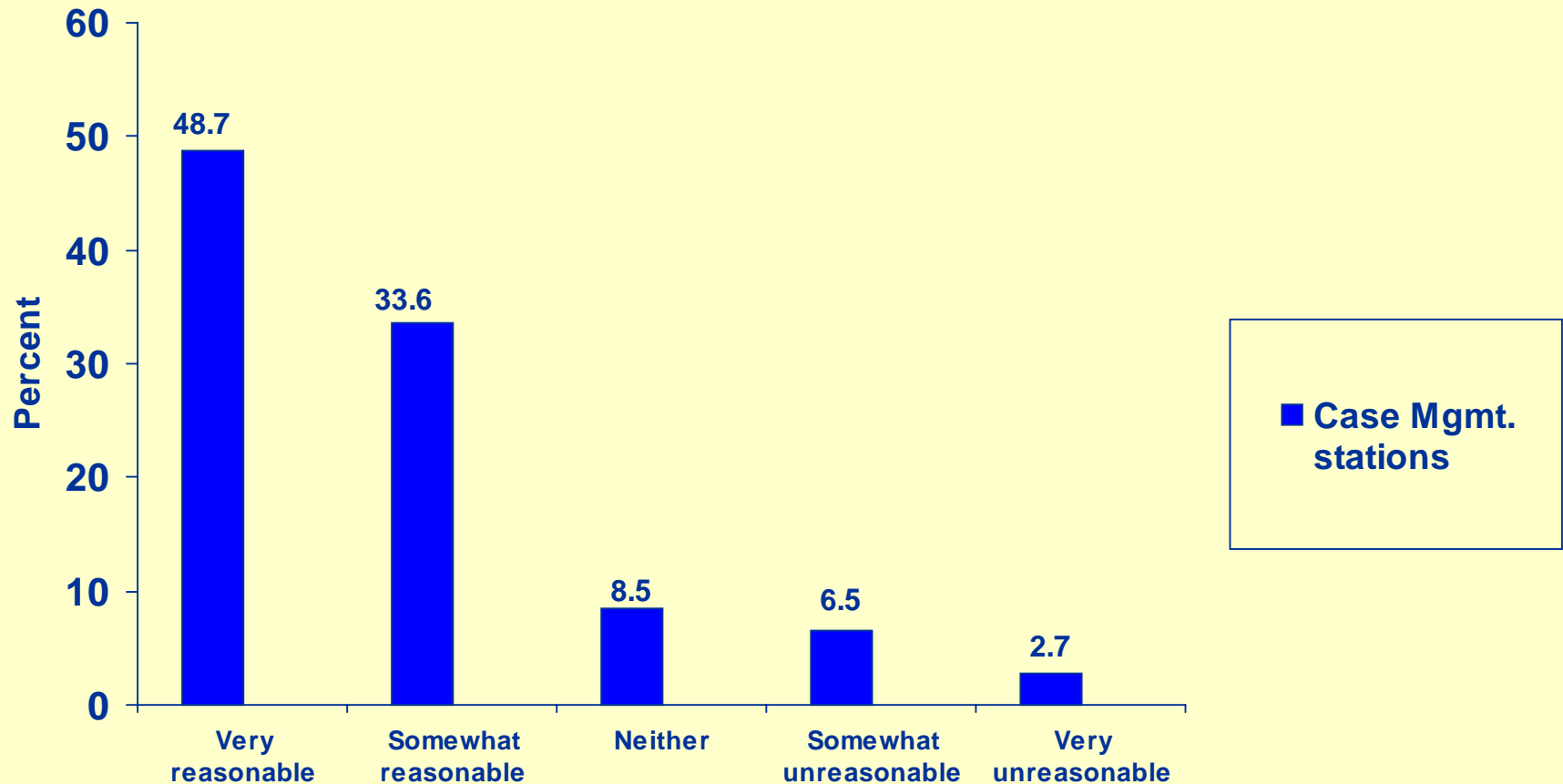


Veterans' Satisfaction with How Well the VR&E Program has Met their Training or Education Needs for Case Management Stations and All Stations

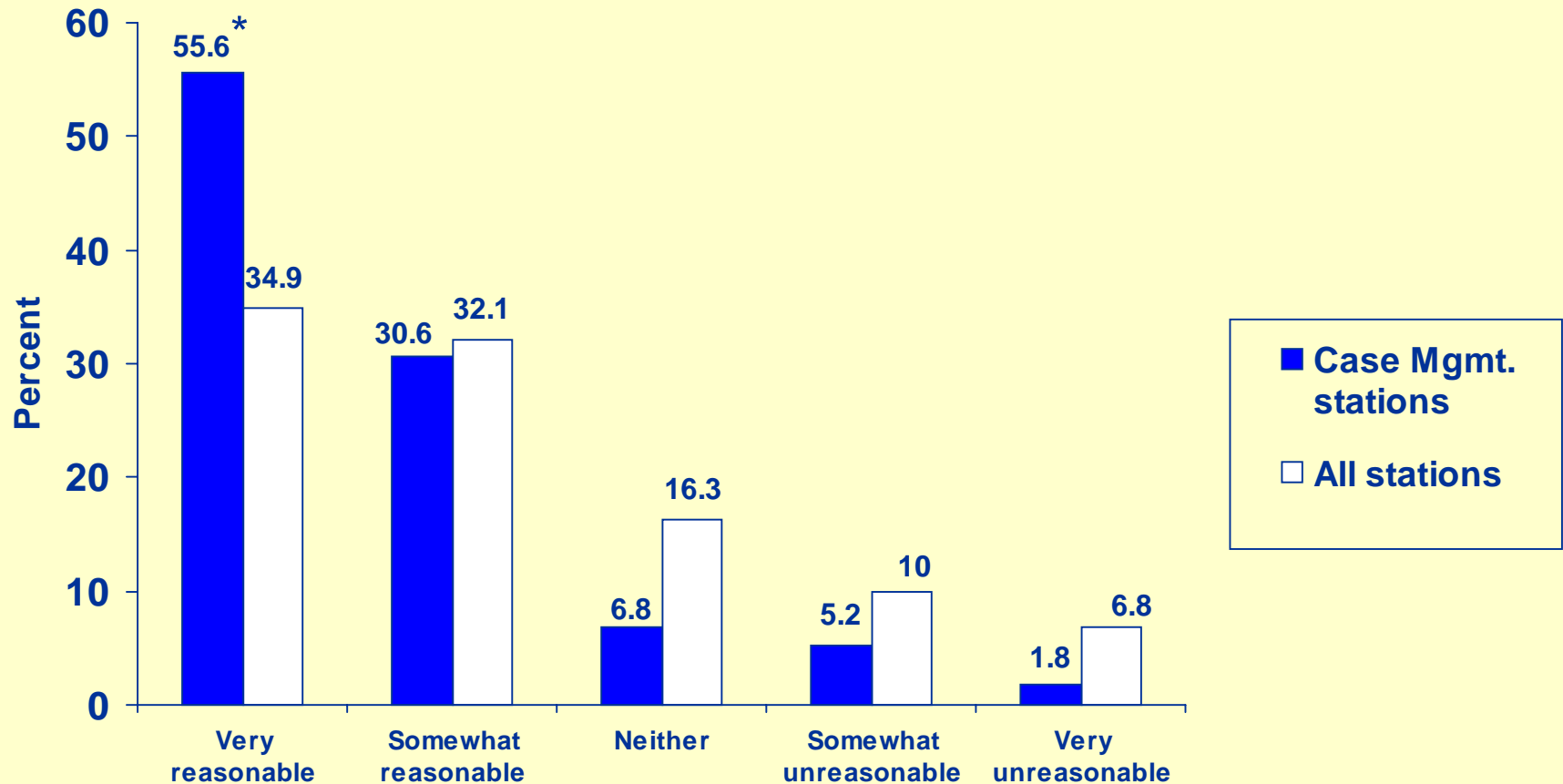


APPLICATION, EVALUATION, AND TESTING

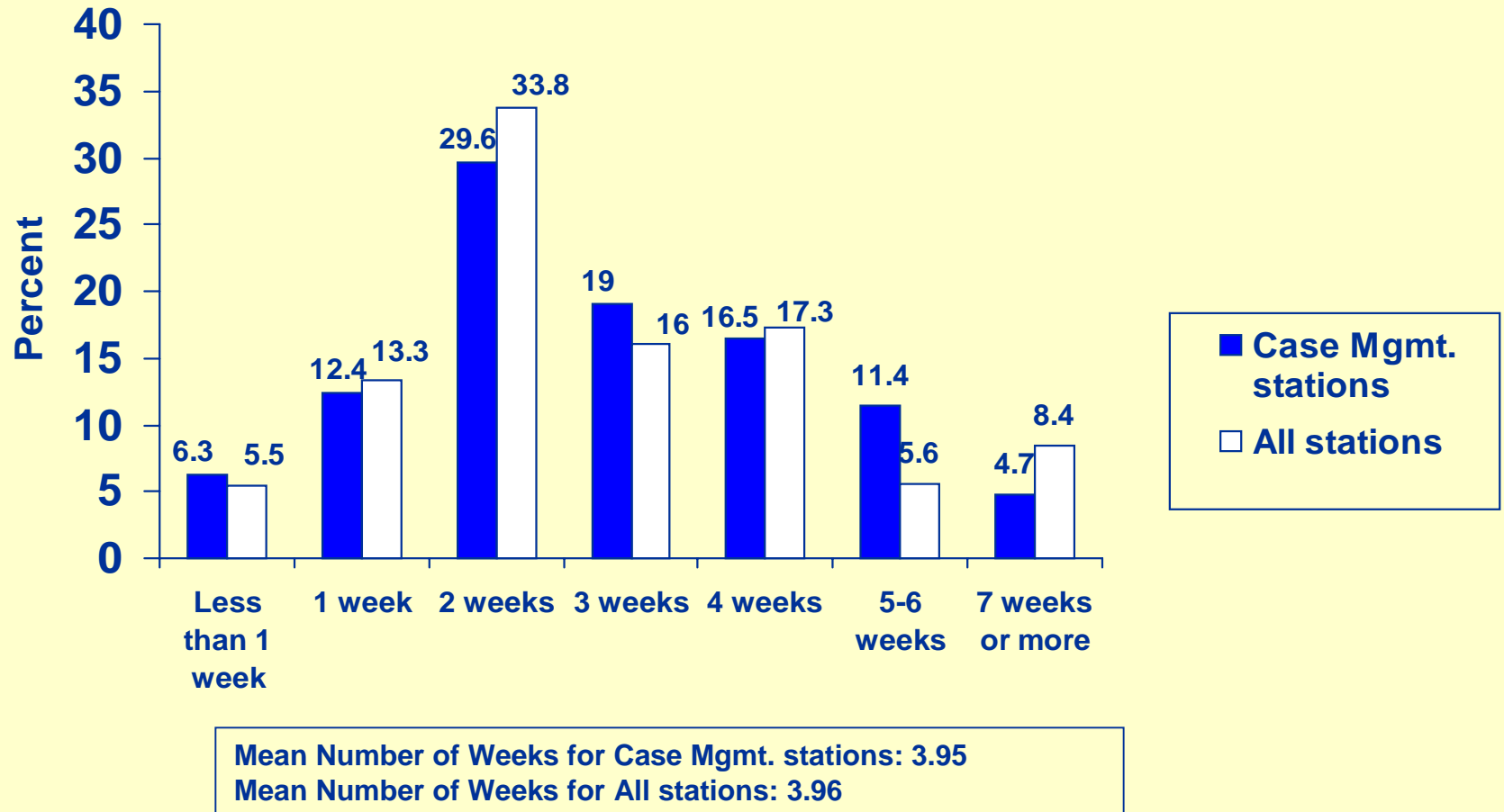
Reasonableness of Time for First VA Contact After Submission of Application for Case Management Stations



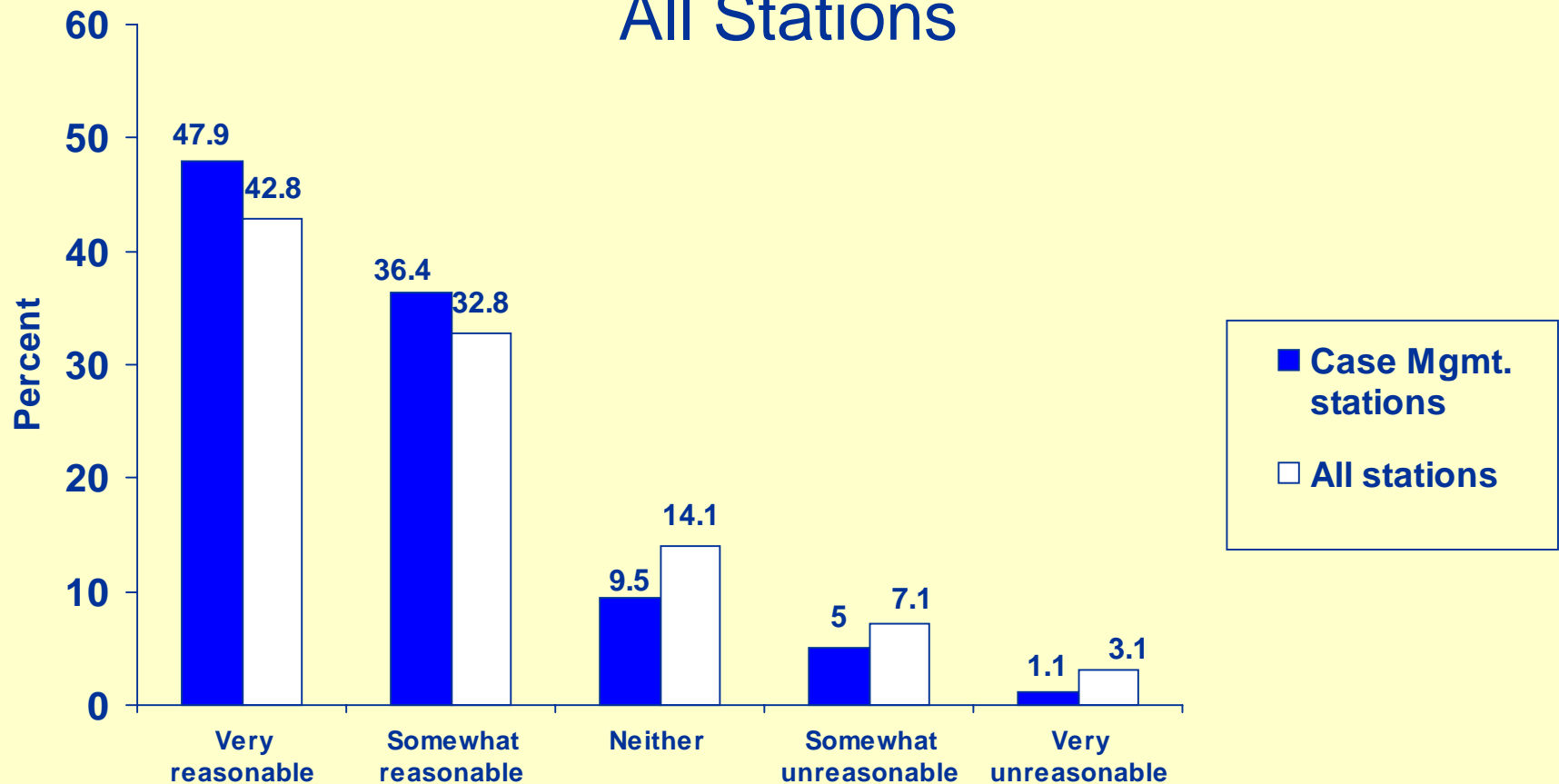
Reasonableness of Time it Took VA to Contact Veteran Regarding Appointment for Case Management Stations and All Stations



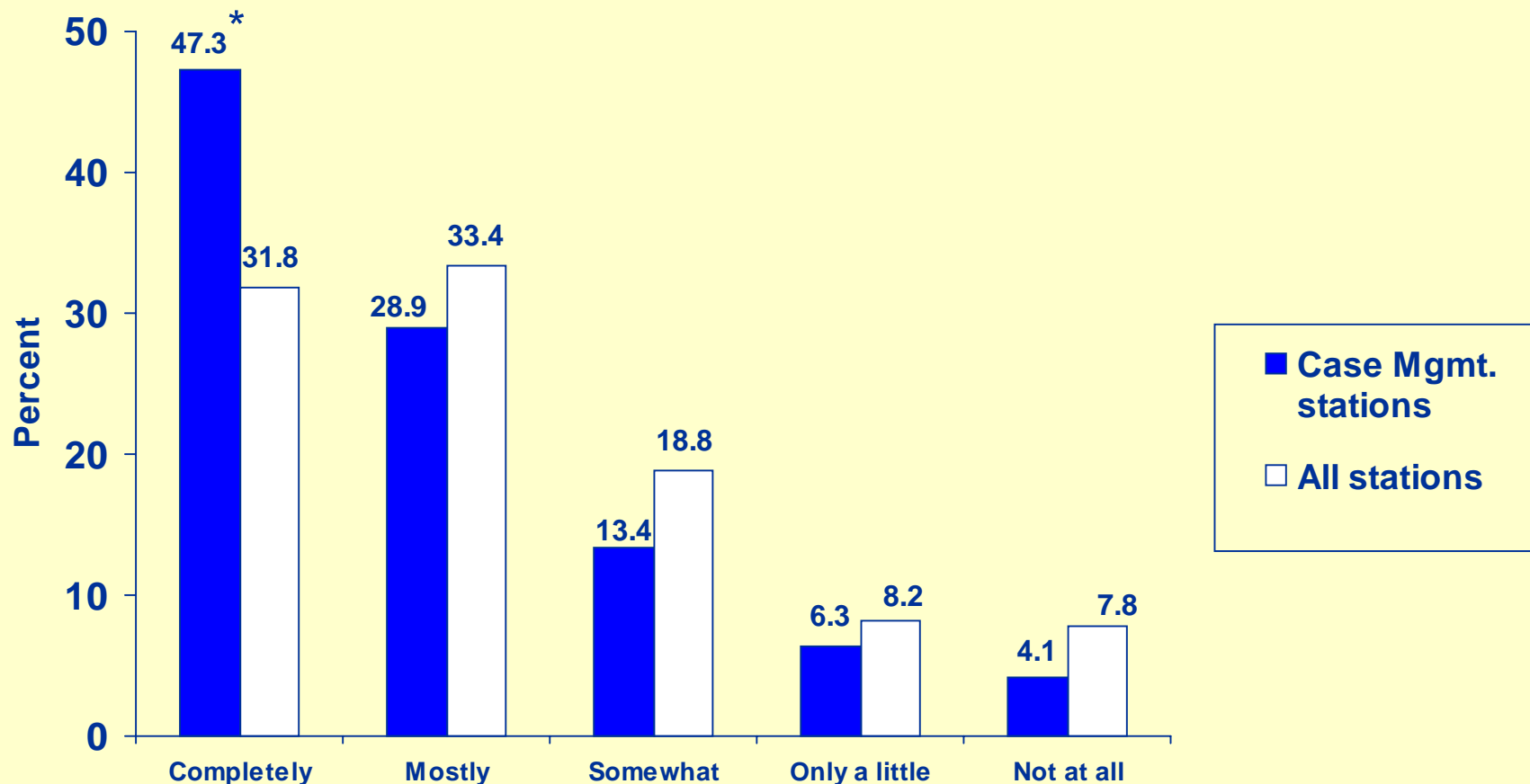
Number of Weeks it Took from Notification of Appointment Until Initial Meeting for Case Management Stations And All Stations



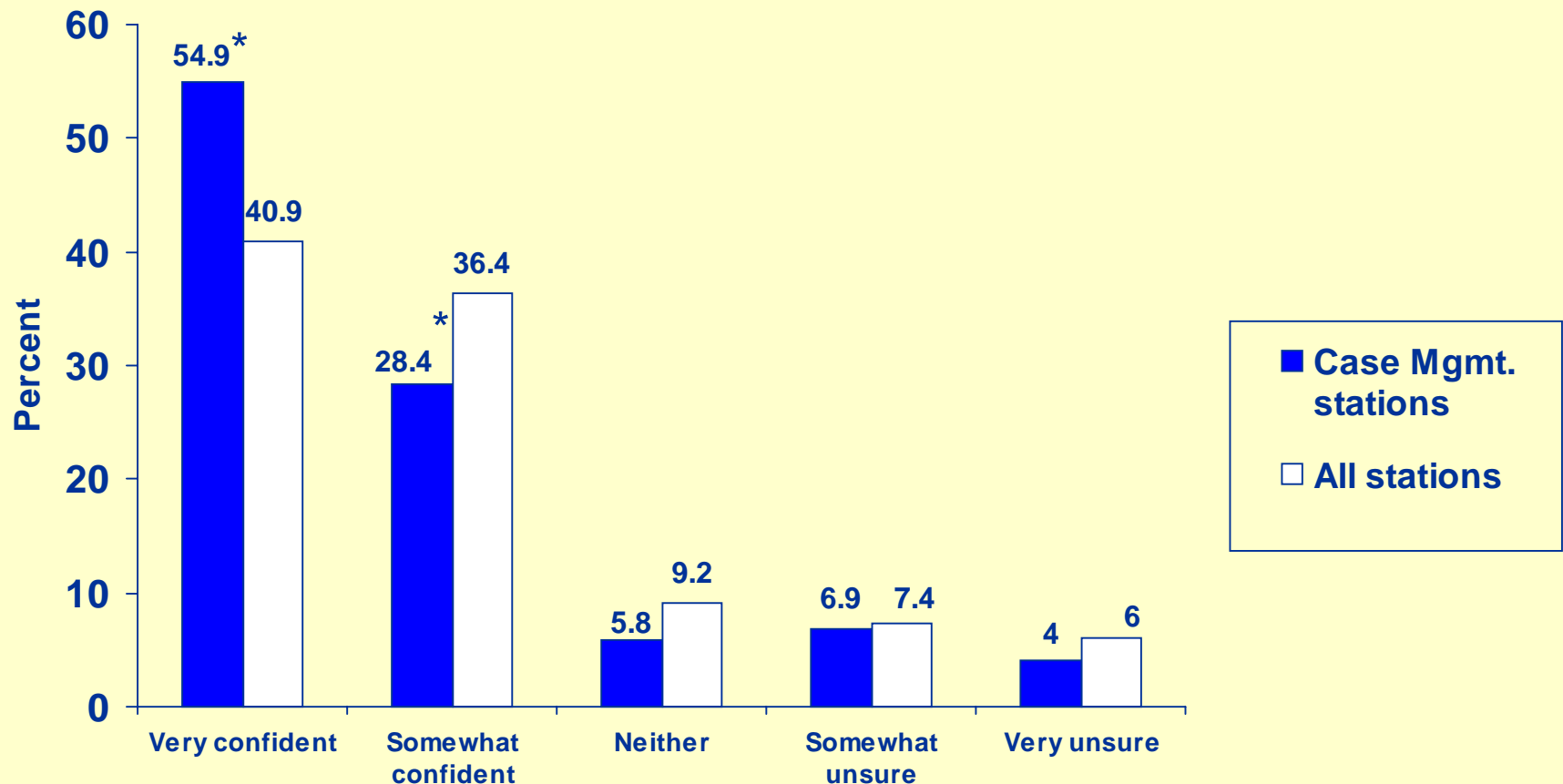
Reasonableness of the Length of Time it Took to Have Initial Meeting, Once Notified About Appointment, for Case Management Stations and All Stations



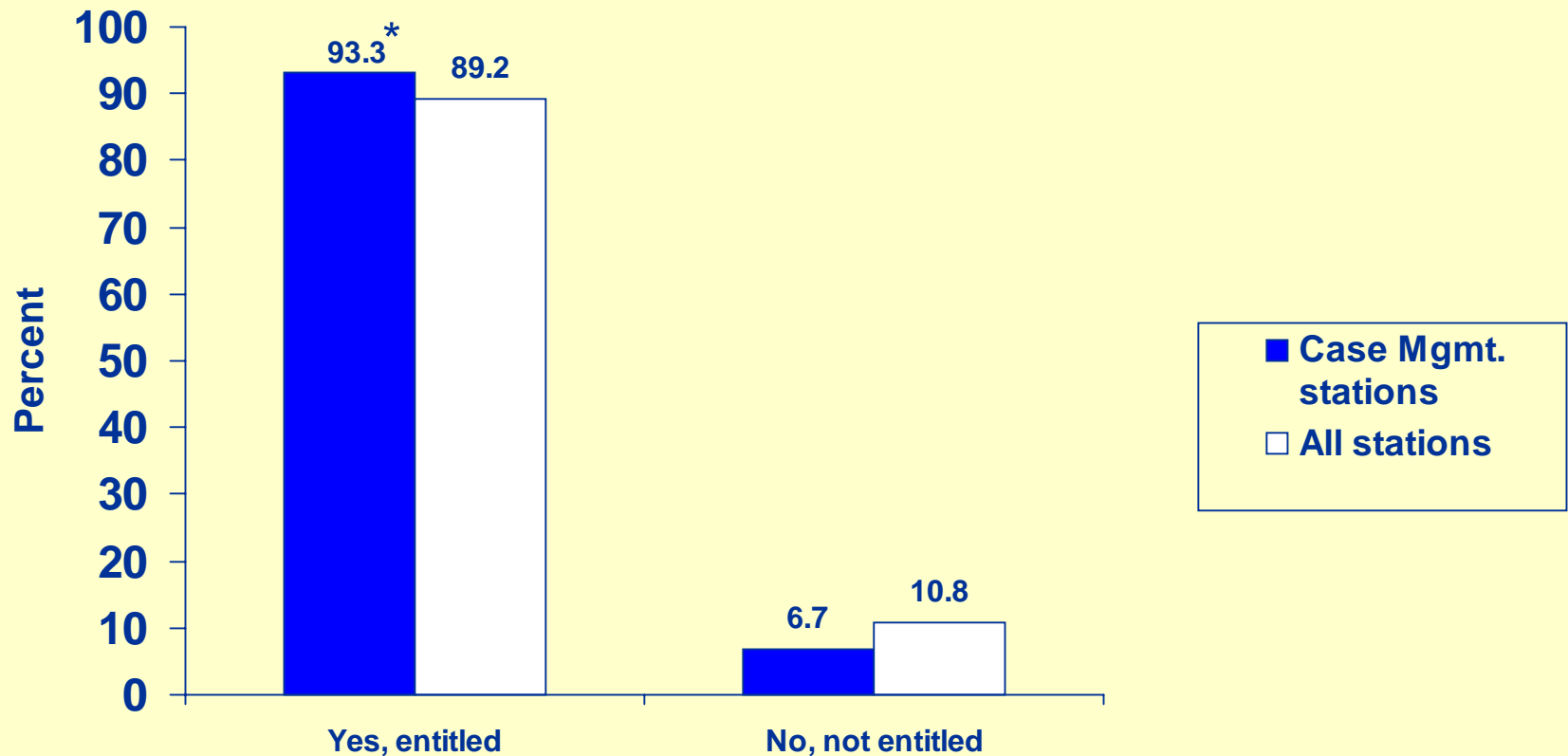
How Well Counselor/Case Manager Understood Veteran's Feelings and Concerns: Case Management Stations and All Stations



How Confident Veteran Was that Counselor/Case Manager Gave Good Information and Advice for Case Management Stations and All Stations

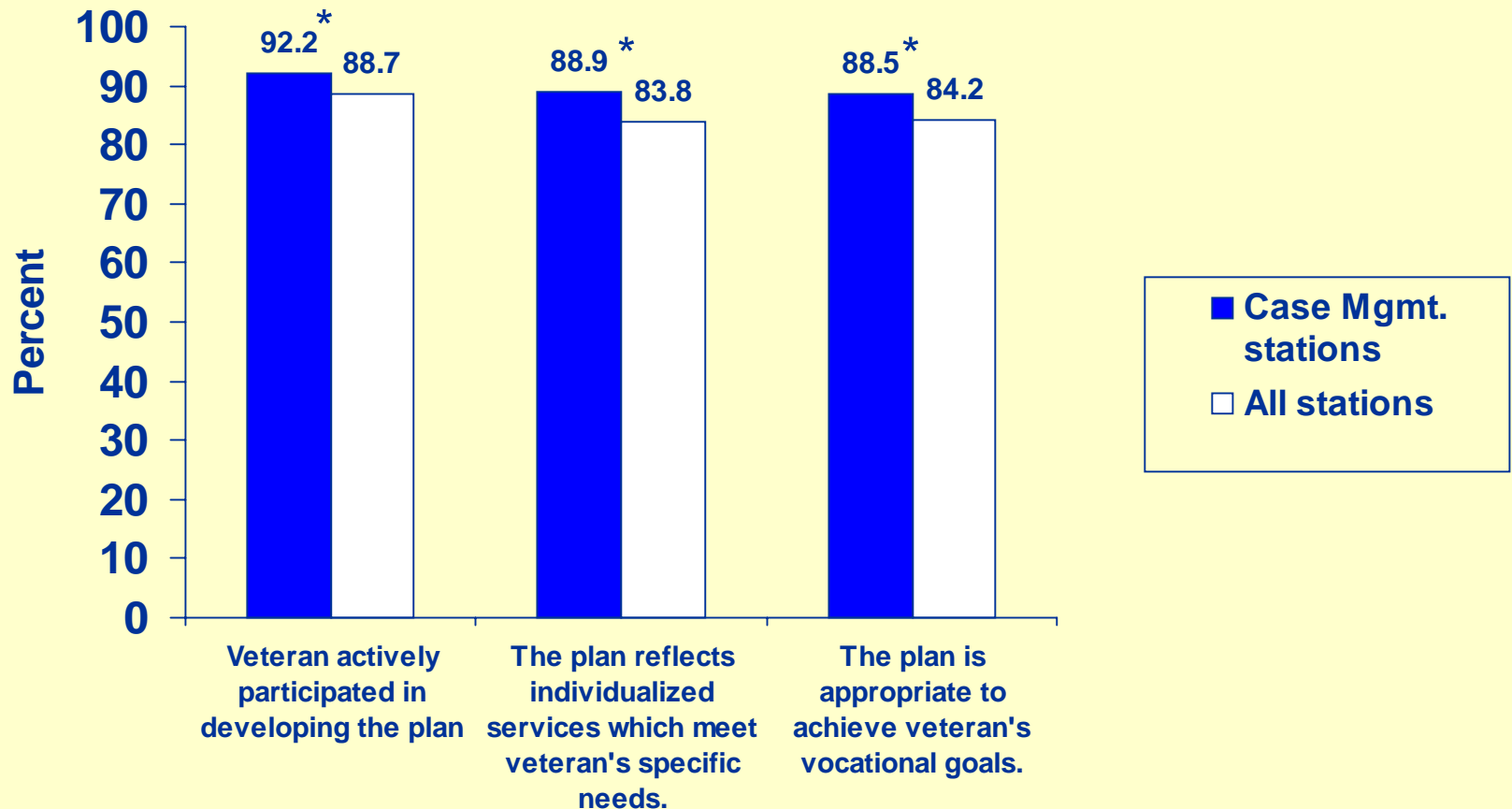


Percent of Respondents Who Were Told They Were Entitled to VR&E Services for Case Management Stations and All Stations

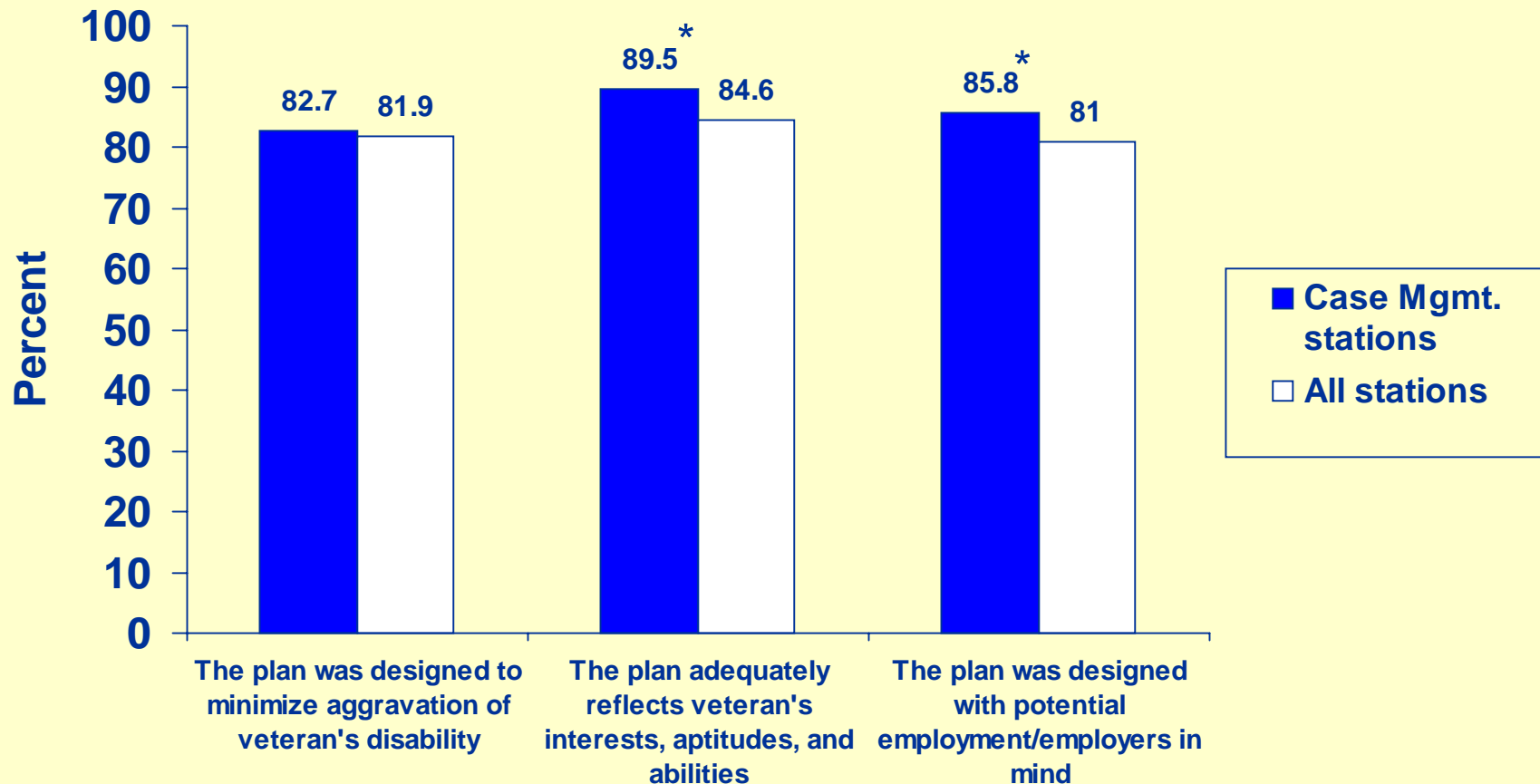


DEVELOPING A PLAN

Percent of Veterans Who Strongly Agree or Agree with Selected Aspects of Preparing a Plan for Case Management Stations and All Stations

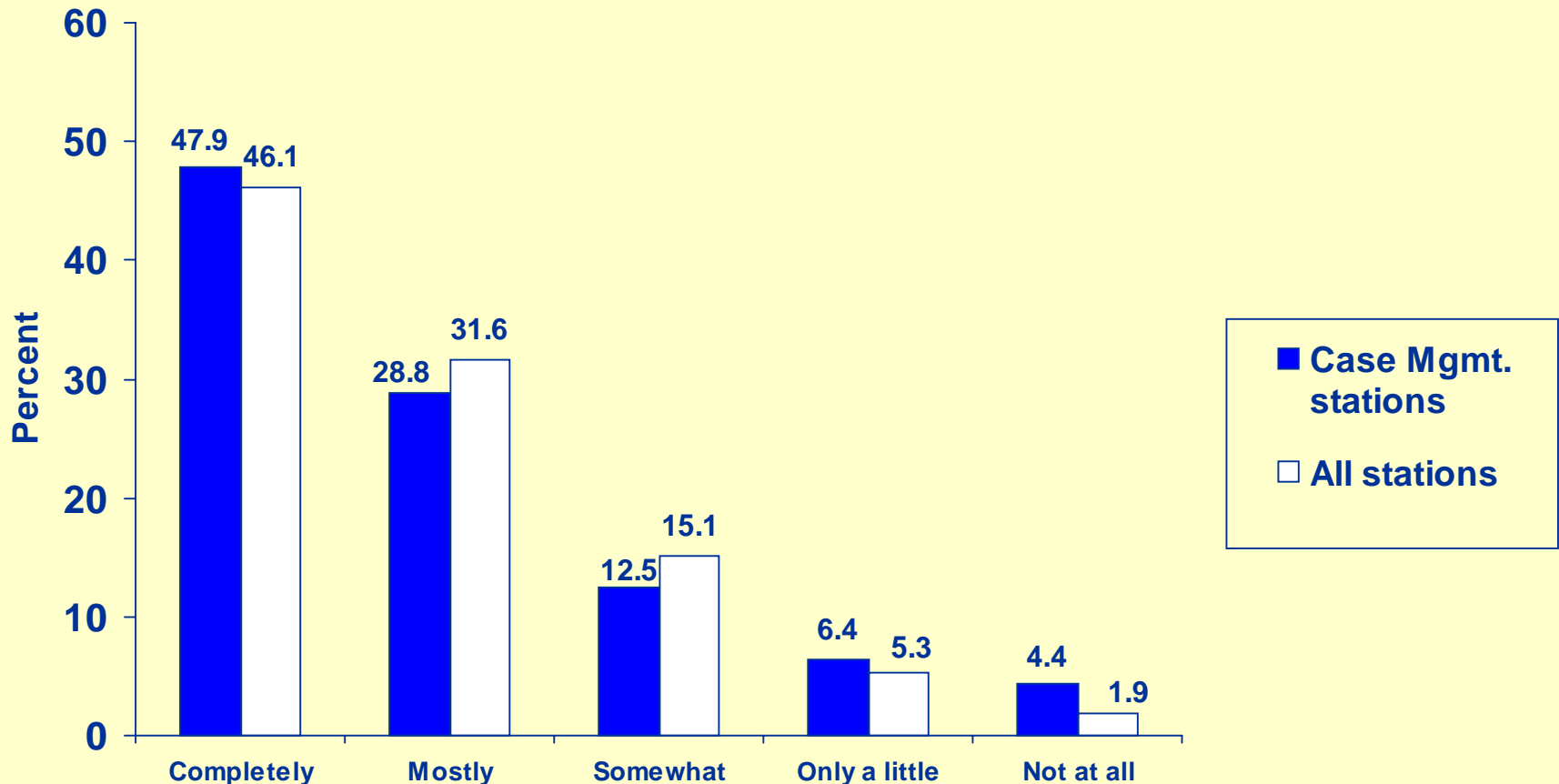


Percent of Veterans Who Strongly Agree or Agree with Selected Aspects of Preparing a Plan for Case Management Stations and All Stations

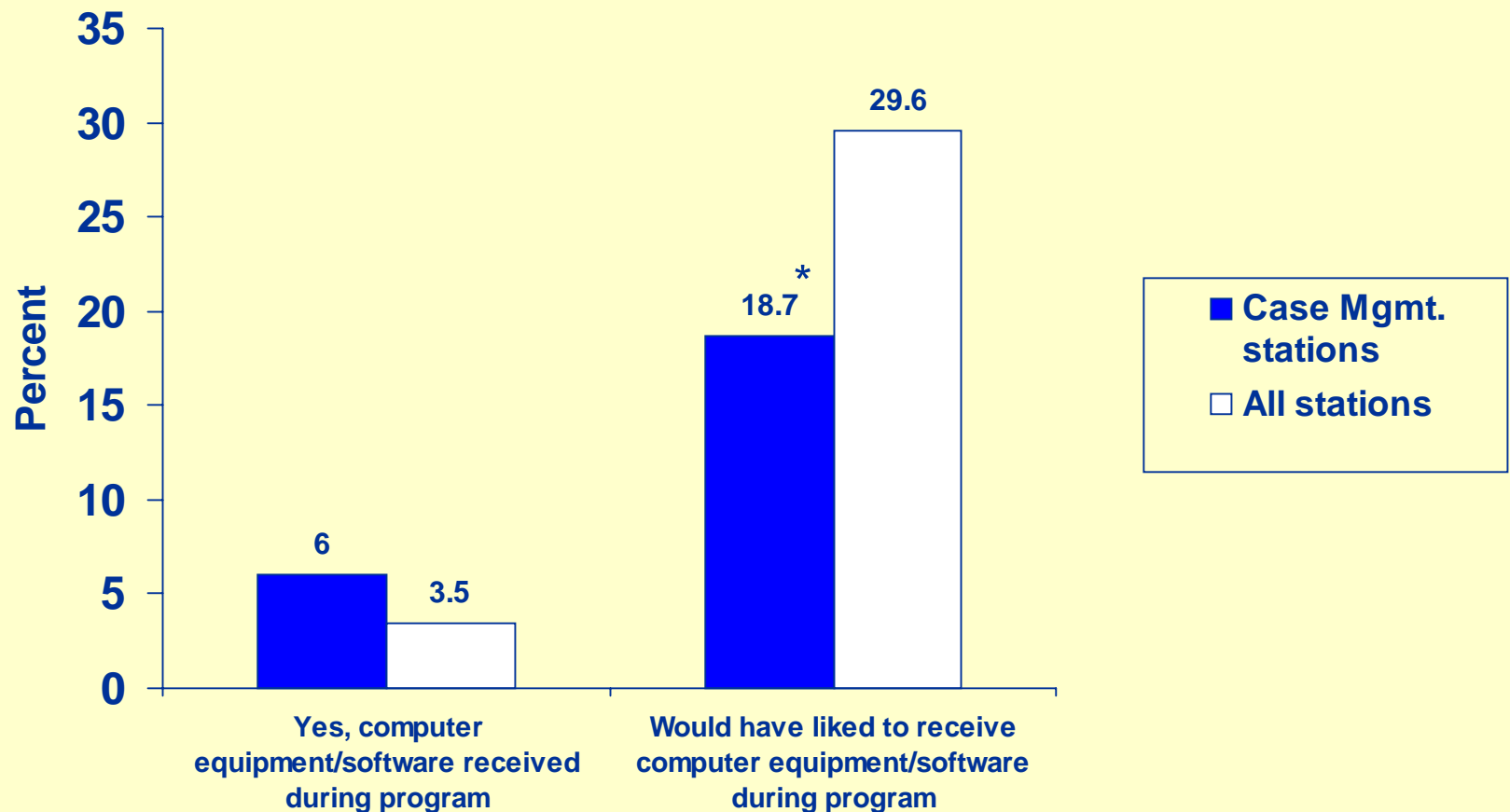


TRAINING AND EDUCATION

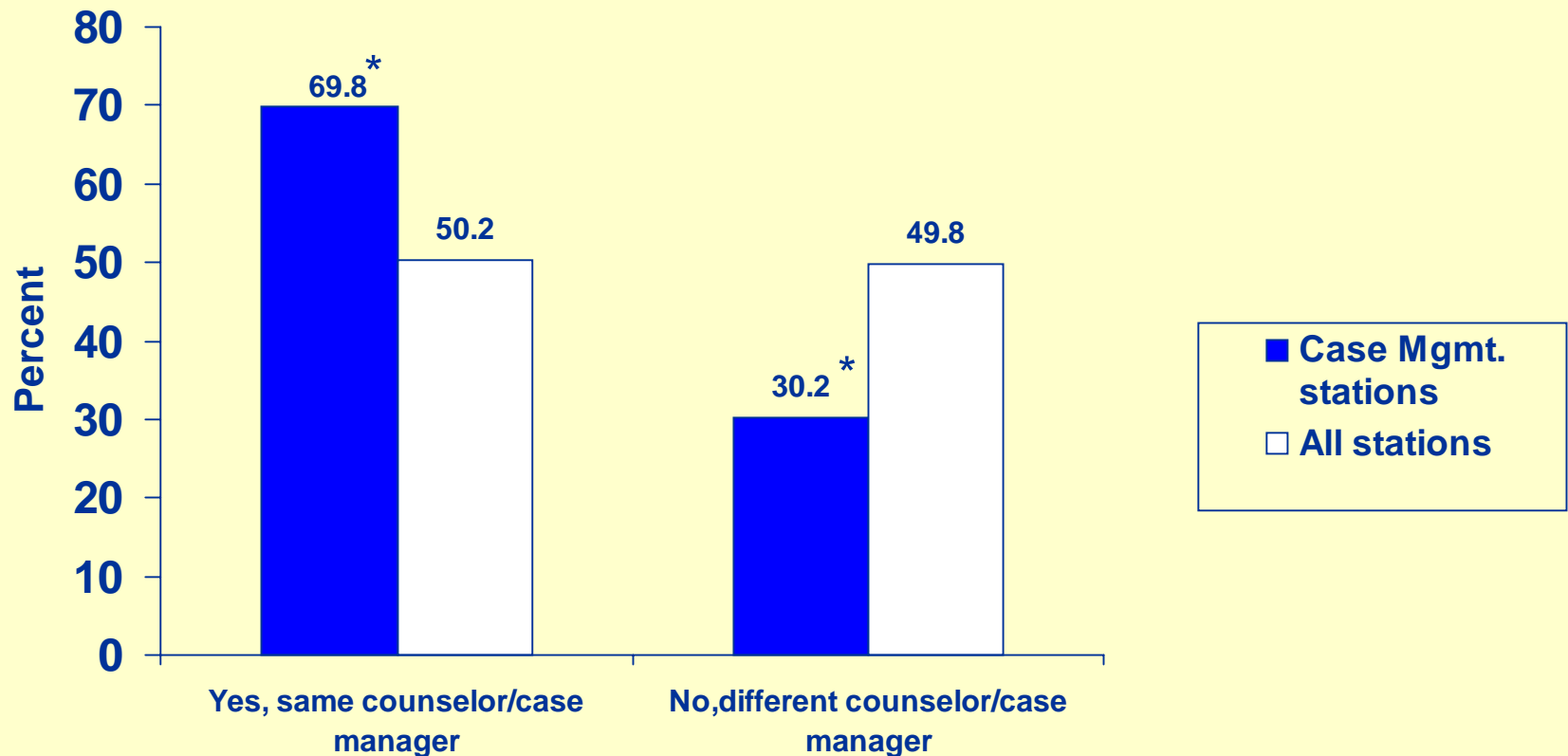
How Well the Counselor/Case Manager Explained All the Benefits and Services Available for Case Management Stations and All Stations



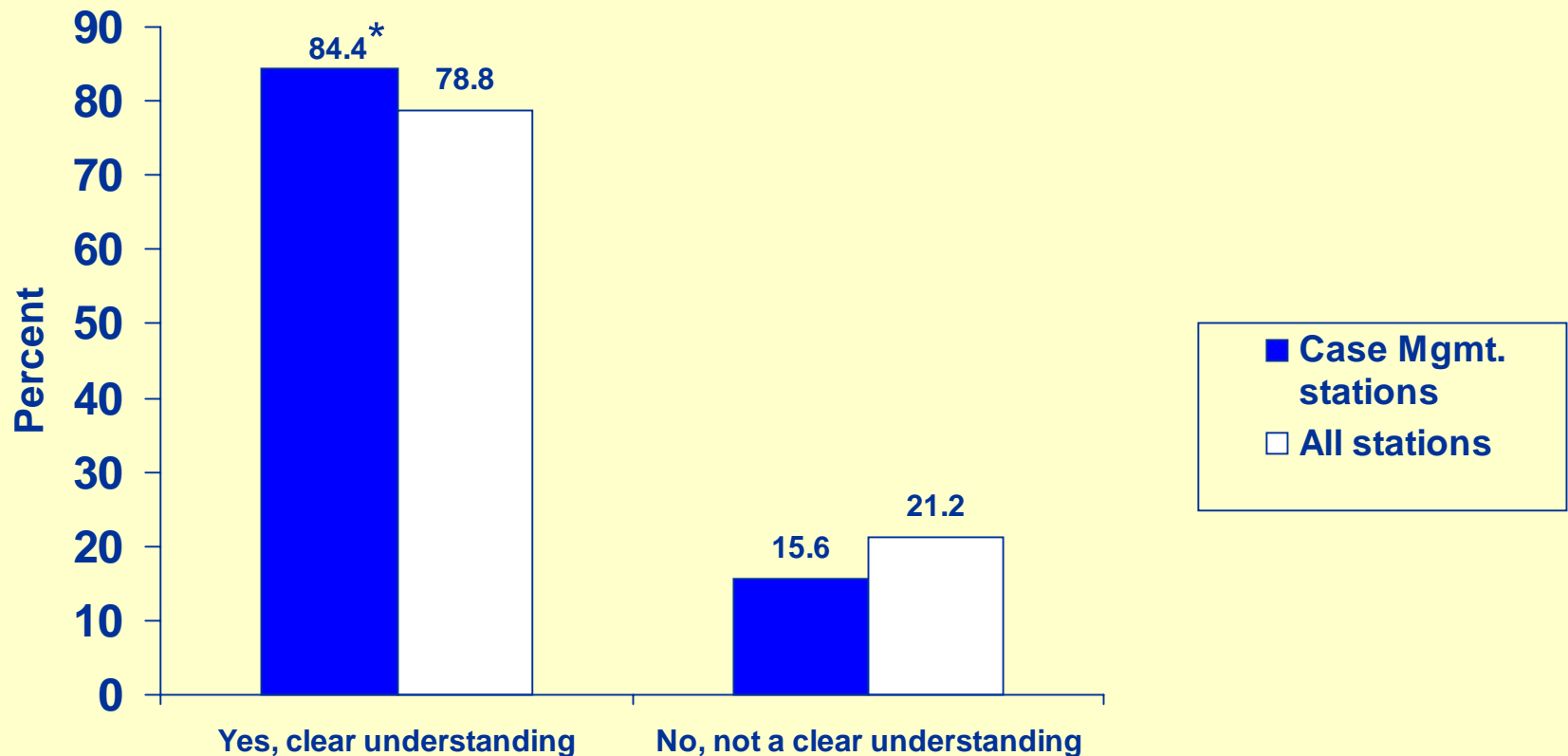
Receipt of and Potential Need for Computer Equipment/Software During Rehabilitation Phase for Case Management Stations and All Stations



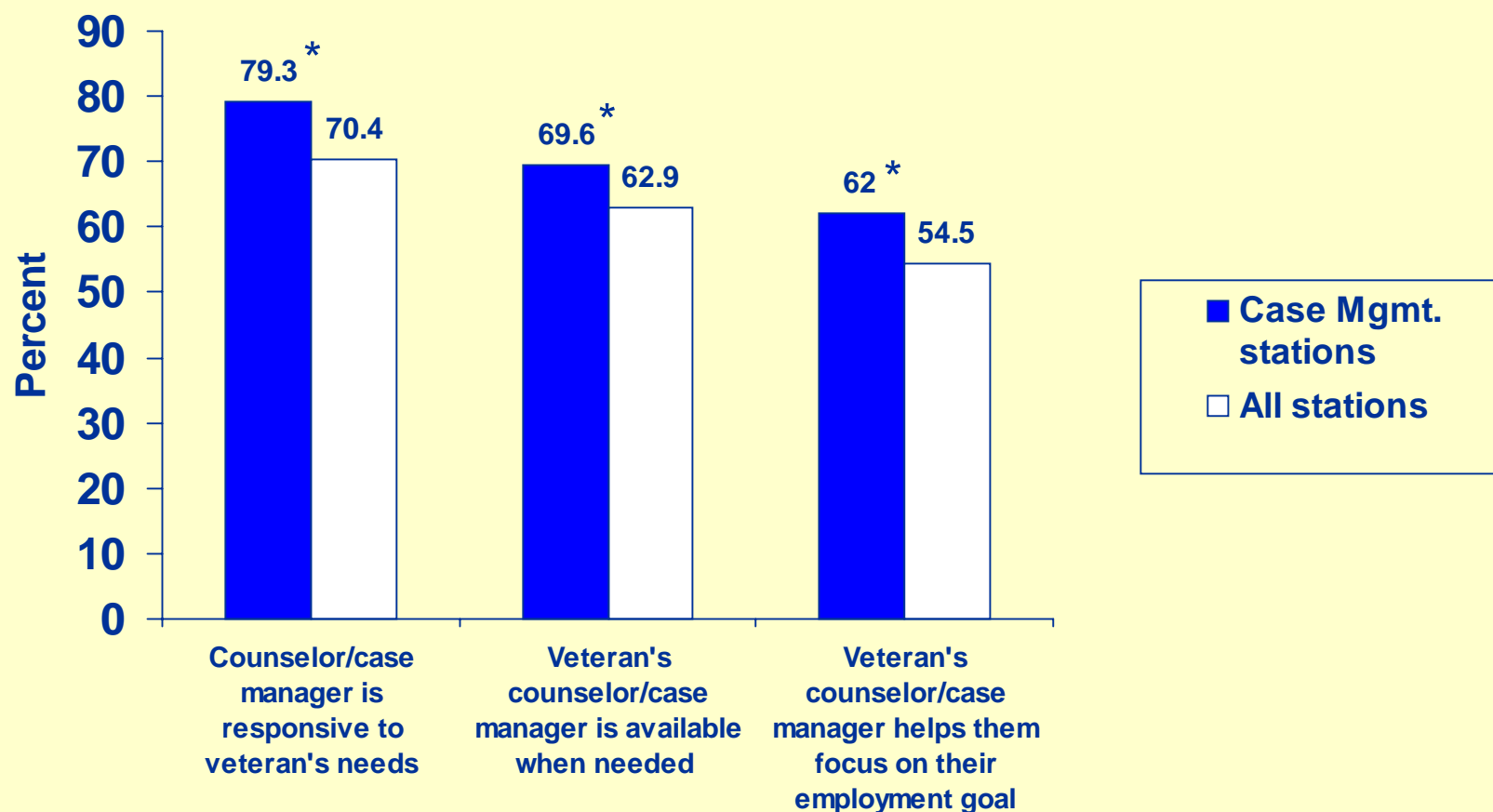
Percent of Respondents Who Had the Same Counselor/Case Manager Since Developing a Plan for Case Management Stations and All Stations



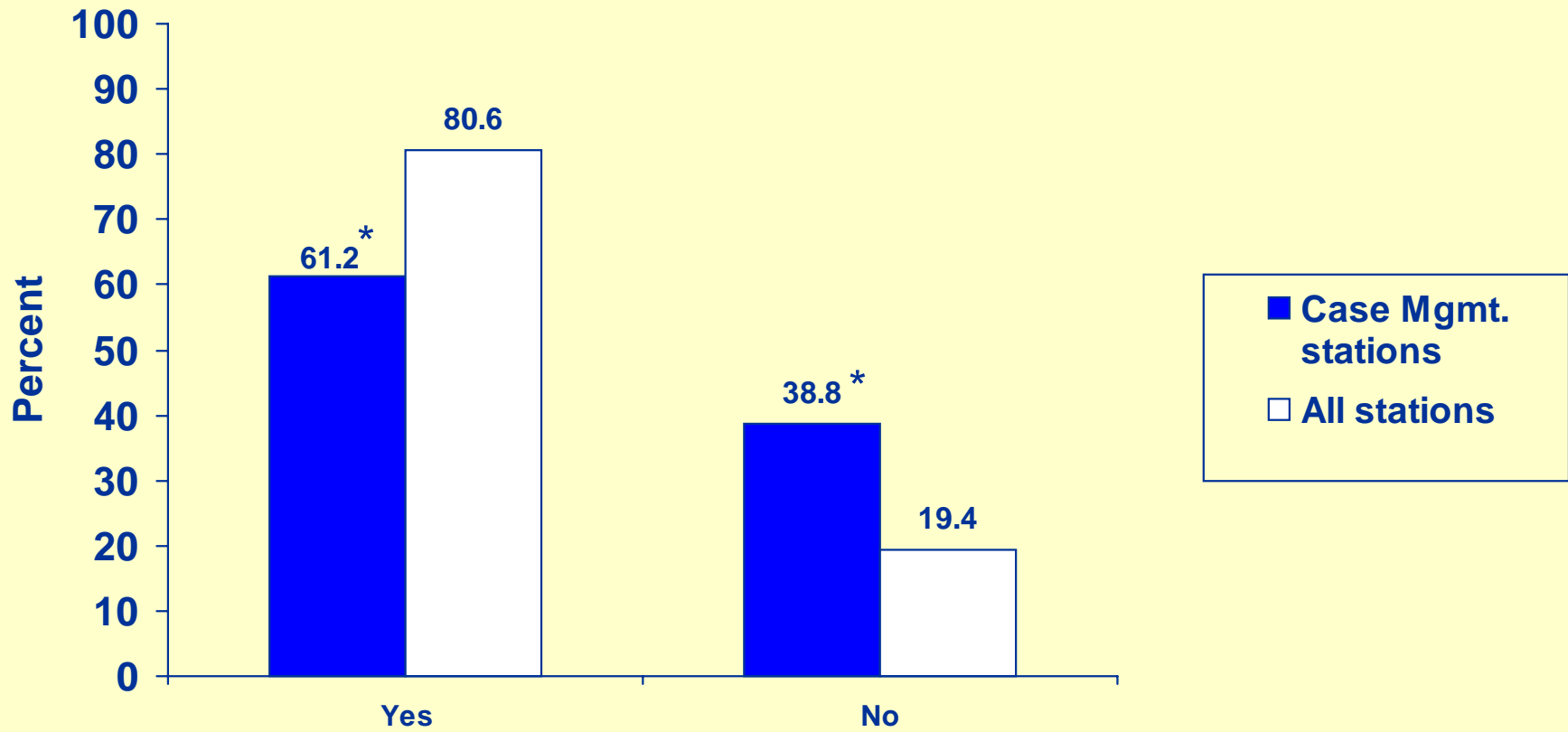
Percent of Respondents Who Thought They Had a Clear Understanding of the Respective Responsibilities and Obligations of Themselves and Counselor/Case Manager for Case Management Stations and All Stations



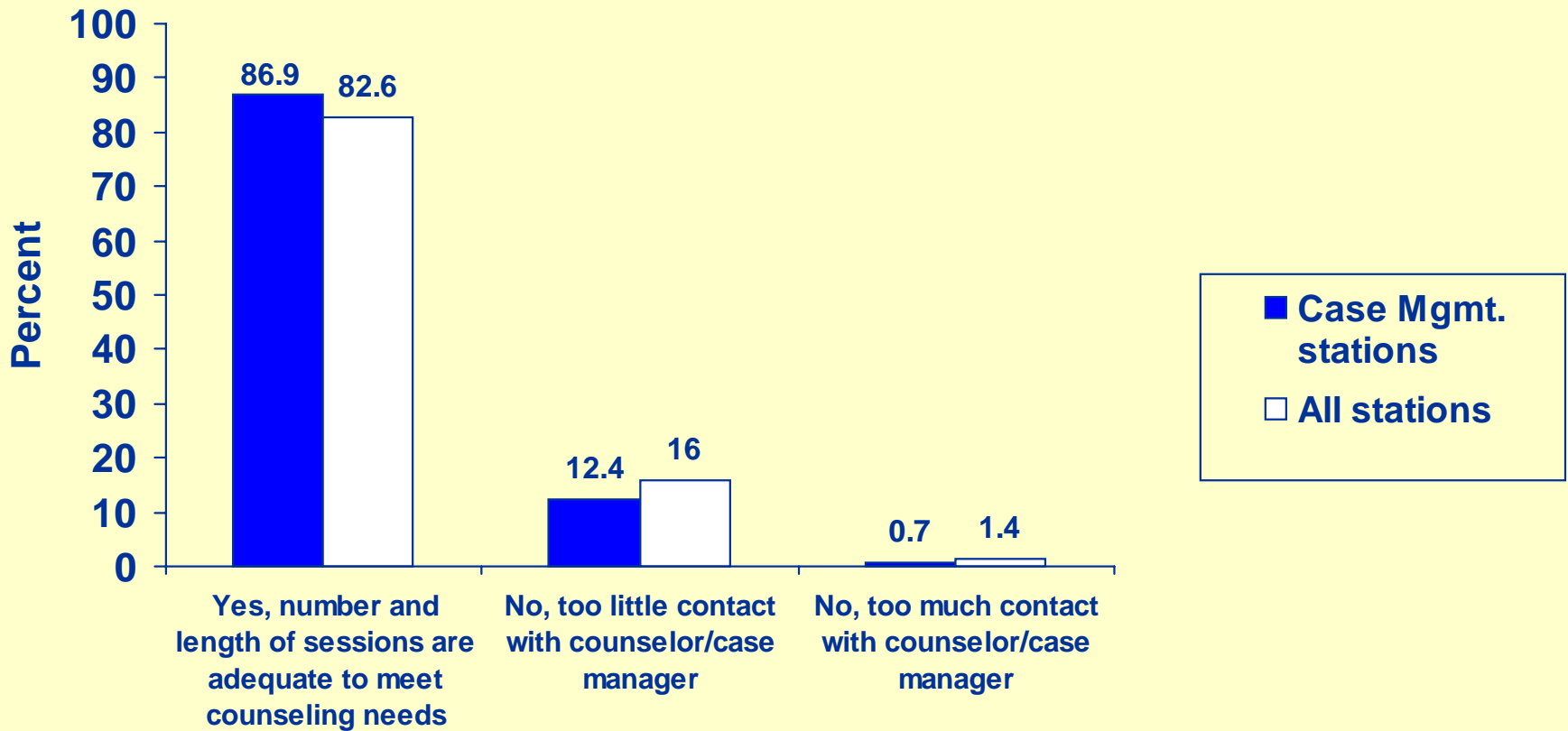
Percent of Veterans Who Strongly Agree or Agree with Selected Aspects of the Counseling Process for Case Management Stations and All Stations



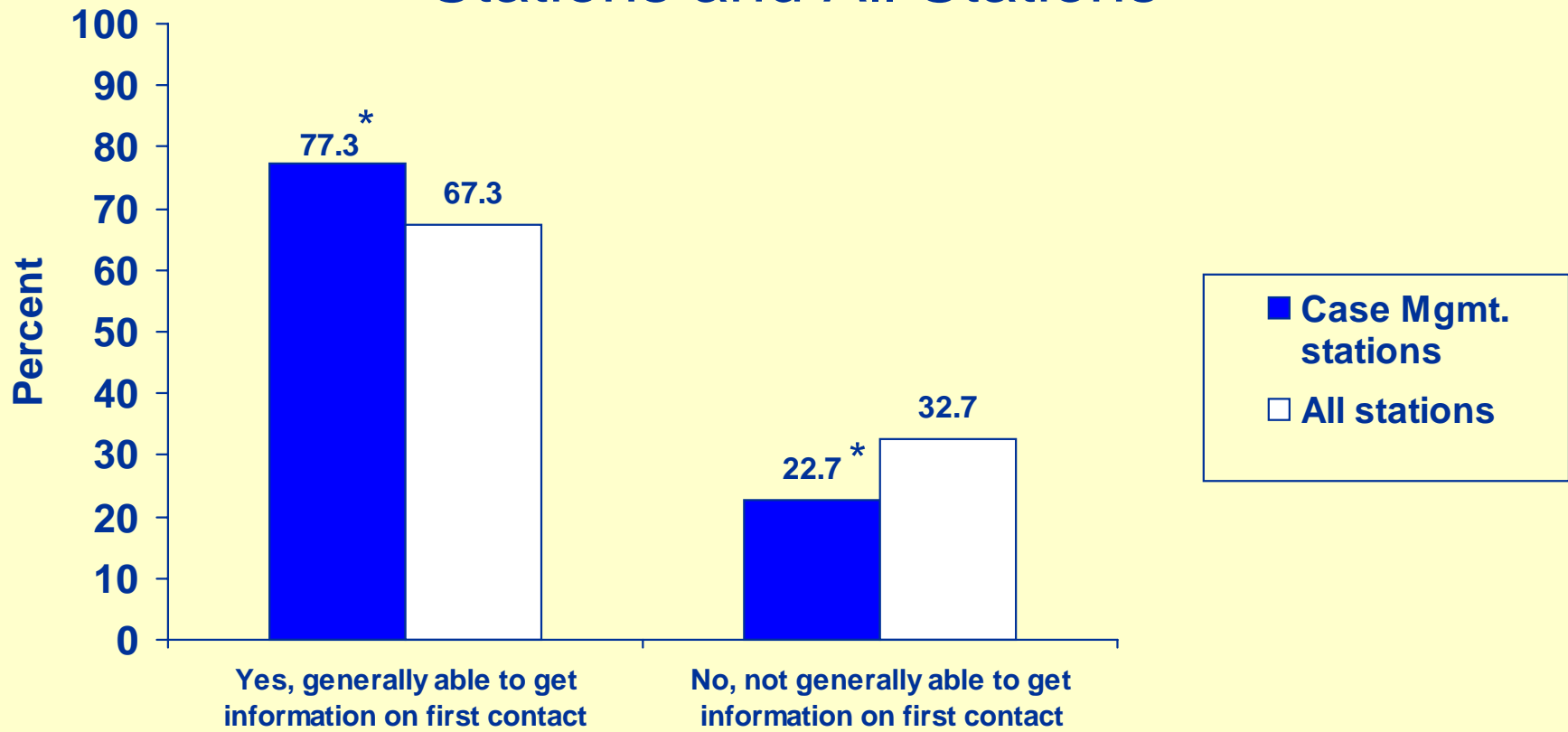
Whether Veteran Has Scheduled In-Person Meetings with Counselor/Case Manager for Case Management Stations and All Stations



Whether the Number and Length of The Meetings are Adequate for Case Management Stations and All Stations

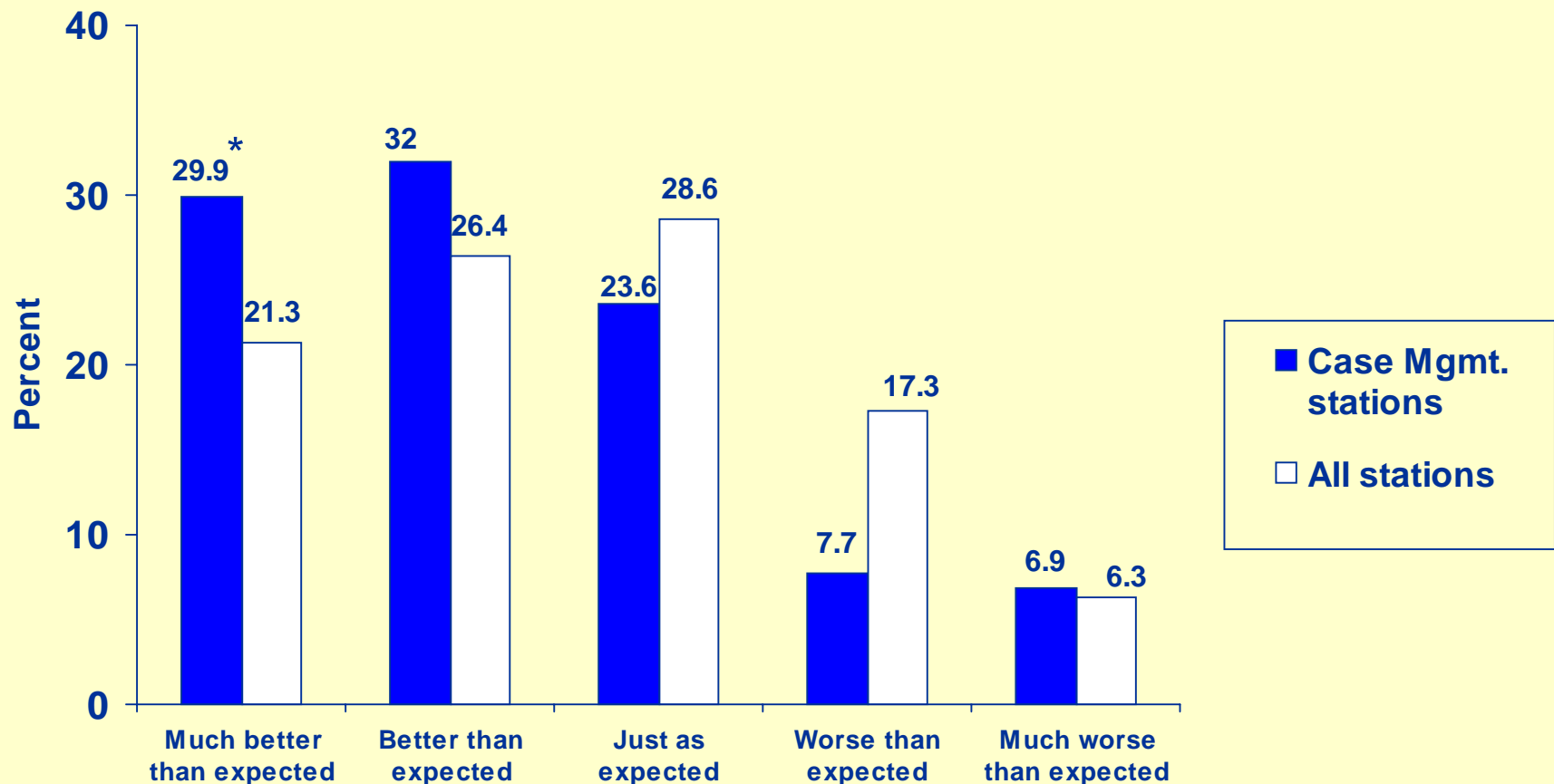


Whether Veteran Was Able to Get Information Needed on the First Call or Contact with Counselor/Case Manager by Case Management Stations and All Stations

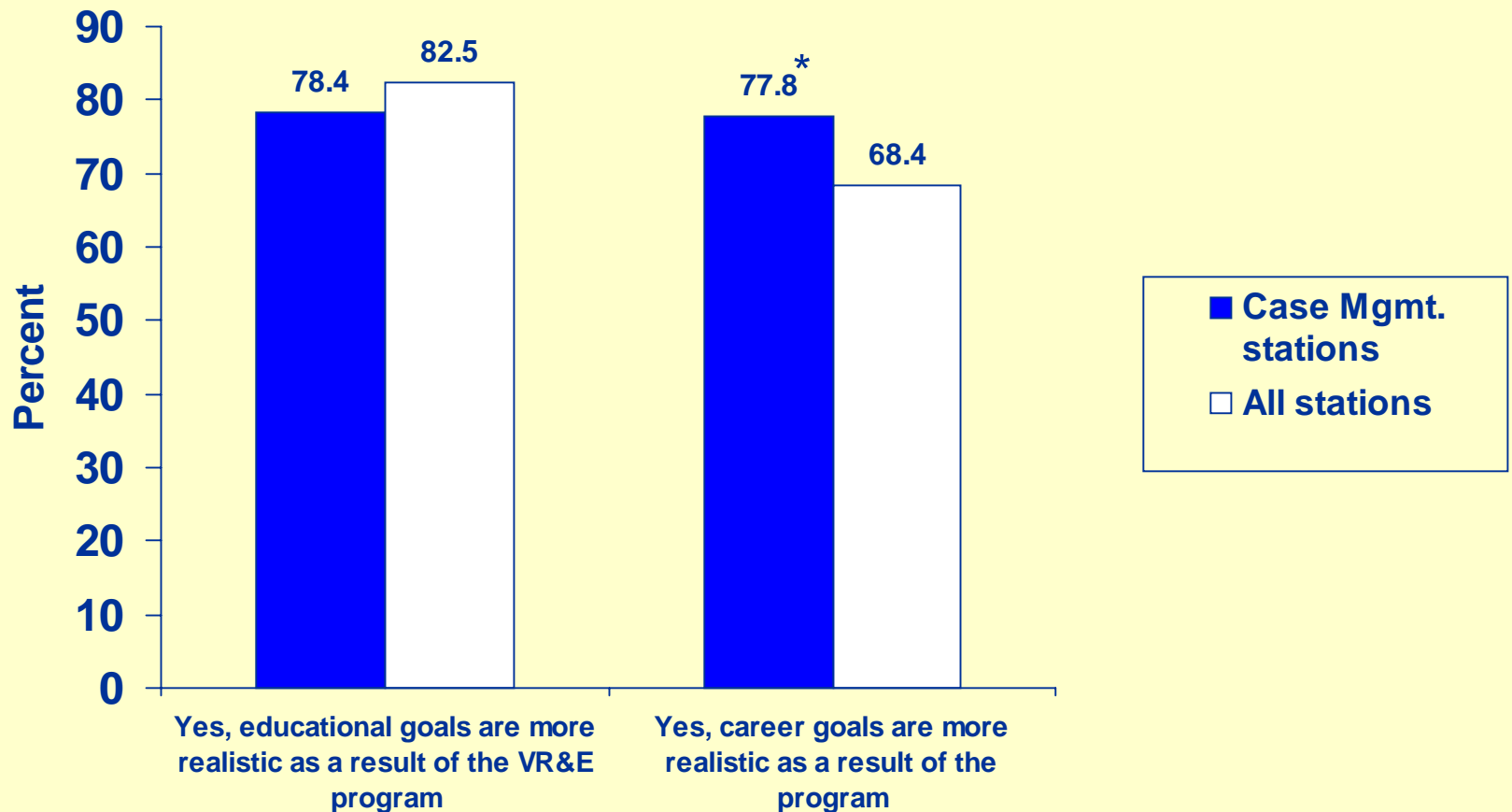


Overall Impressions

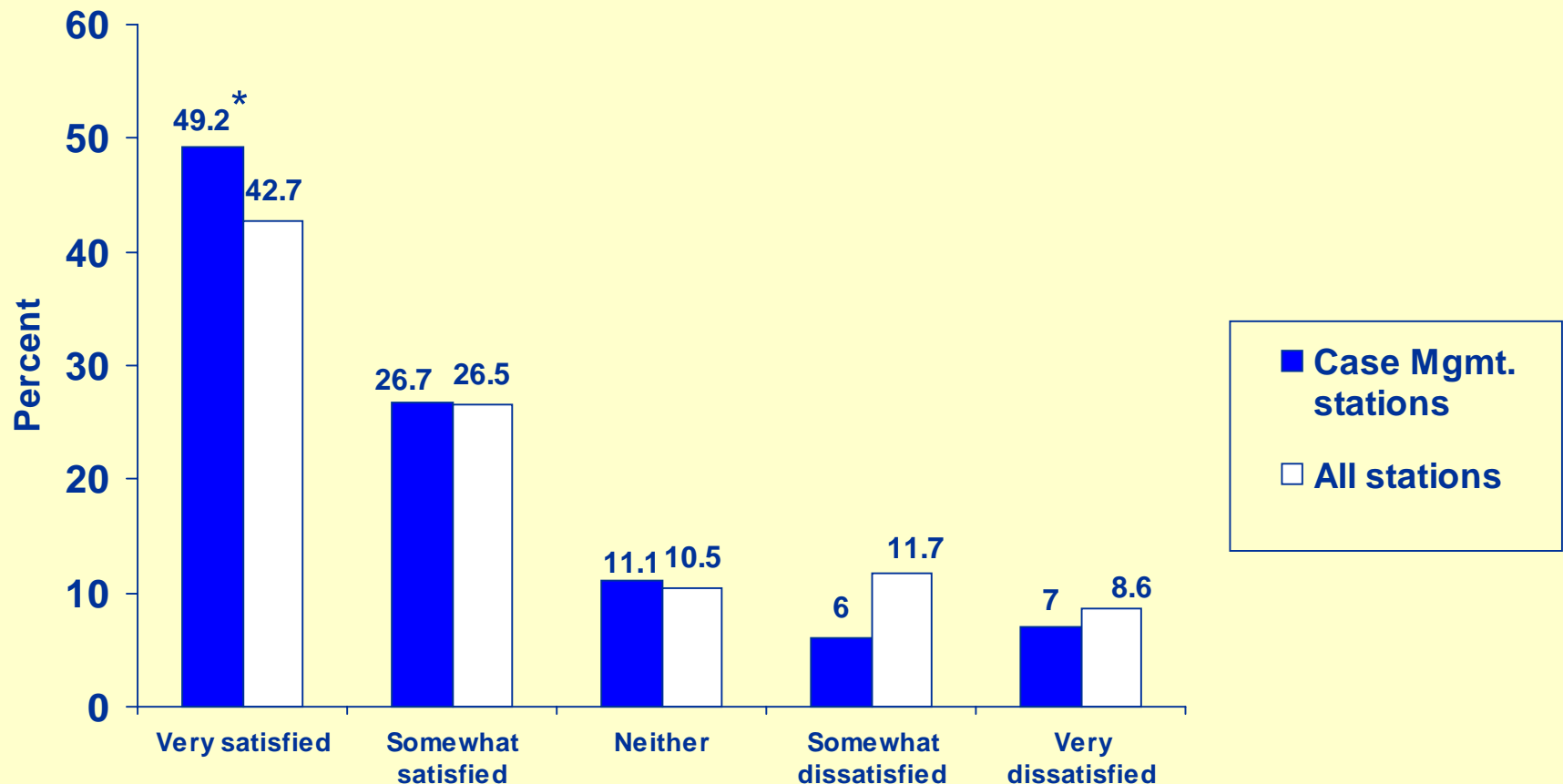
How Well Program Thus Far Has Met Veterans' Expectations: Case Management Stations and All Stations



Whether VR&E Program Resulted in More Realistic Educational/Career Goals for Veterans: Case Management Stations and All Stations



Overall Satisfaction with VR&E Program for Case Management Stations and All Stations



Whether Veterans Would Recommend the VR&E Program to Other Disabled Veterans by Case Management Stations and All Stations

